

# FAQs

## Frequently Asked Questions

### ▶ Are patients rostered to a physician?

**Yes.** All patients are rostered- meaning that they are registered as patients to one of our physicians and can be referred to any health-care provider on our team.

### ▶ Are our physicians accepting new patients?

Physicians on our team build their patient rosters at their discretion. Waiting lists are kept at each of our clinics. As our physicians are able to roster new patients they can access this waiting list. Preference is given to patients who are currently without a family physician or primary caregiver.

### ▶ Is the CoLFHT a walk-in clinic?

#### **Can I come in without an appointment?**

**No.** Our clinics are not walk-in clinics. Patients are rostered to one of our family physicians and are required to make an appointment.

### ▶ Are there after hour clinics?

**Yes.** After hour clinics are available at one of our clinics on weekday evenings from 5:00 pm - 8:00 pm and on occasional weekends. After hour clinics are available by appointment and for rostered patients only.

### ▶ Will I always see my family physician at my appointments?

**Not necessarily.** Sometimes you may see another member of our interdisciplinary team or a medical resident or student on a clinical placement with a member of our team.

### ▶ Do I need my Ontario Health Card?

**Yes.** You must bring your Ontario Health Card to every appointment.



City of Lakes | Ville de lacs

**Family Health Team**  
**Équipes de santé familiale**

Sudbury Clinic 705.560.1018

Val Caron Clinic 705.897.1018

Walden Clinic 705.692.1018

[yourFamilyHealthTeam.com](http://yourFamilyHealthTeam.com)

*The City of Lakes Family Health Team is funded by the Ontario Ministry of Health and Long-term Care and sponsored by:*

- ▶ City of Greater Sudbury;
- ▶ Sudbury Regional Hospital; and
- ▶ Northern Ontario School of Medicine.

*We are governed by a volunteer community-based Board of Directors. Our Board members include physicians, other healthcare professionals and private citizens.*

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# Welcome to your Family Health Team

Greater Sudbury



